

Customer Satisfaction Survey - Victim Awareness Program

1. Overall, how satisfied or dissatisfied are you with the Victim Awareness Program class?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

2. Which of the following words would you use to describe the class? Select all that apply.

- ☐ Helpful
- ☐ High quality
- ☐ Useful
- ☐ Unique
- ☐ Valuable
- ☐ A waste of time
- ☐ No opinion

3. How well did the class meet your needs?

- ☐ Extremely well
- ☐ Very well
- ☐ Somewhat well
- ☐ Not so well
- ☐ Not at all well

4. How would you rate the quality of the class?

- ☐ Very high quality
- ☐ High quality
- ☐ Neither high nor low quality
- ☐ Low quality
- ☐ Very low quality

5. How responsive was the instructor to your questions or concerns about the class?

- ☐ Extremely responsive
- ☐ Very responsive
- ☐ Moderately responsive
- ☐ Not so responsive
- ☐ Not at all responsive
- ☐ Not applicable

6. How long have you been involved with Juvenile Services?

- ☐ This is my first time
- ☐ Less than six months
- ☐ Six months to a year
- ☐ 1 - 2 years
- ☐ 3 or more years
- ☐ Unsure

7. Please describe what a blind spot is. Please tell me what your blind spot is.

8. Do you have any other comments or concerns?